

Dear Parent,

It has been a month since we have started the transition to the new Electronic Health Record (EHR) platform and we wanted to provide an update on the process.

Even with careful planning, we recognize that a transition as great as this can cause some unintended obstacles for parents. We recognize that in addition to concerns with the patient portal and Phreesia, certain aspects of your patient experience may temporarily take more time than usual and we sincerely thank you for your patience.

Our team is dedicated to improving your experience utilizing our new EHR platform. We are working diligently behind the scenes to shorten on-hold times and create a clear set of instructions on how to set up your new patient portal. We'll be updating our websites with instructions and sharing via email soon.

Thank you once again for your patience as we work to provide your family with better service, recruit dedicated employees who can serve you in our offices and make your overall patient experience more consistent.

We thank you in advance for your continued patience. Stay healthy!

Meredith Troy
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